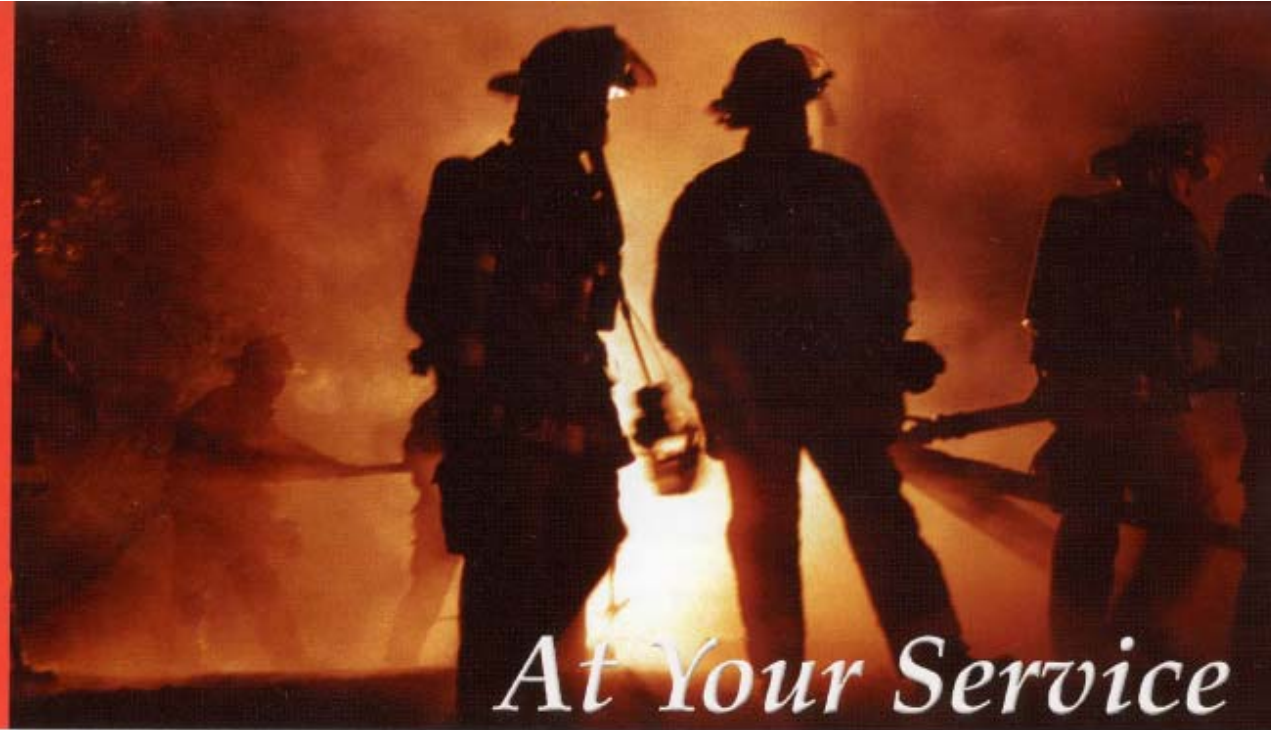


Fairfax County



At Your Service

Fire and Rescue Department

Our Guiding Principles—A Vision, Mission, and Core Values

Your Fire and Rescue Department/9-1-1—Your Lifeline

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Frequently Asked Questions

Community Safety

To request this document in an alternative format, please call the Public Information and Life Safety Education Section at (703) 246-3801 or TTY (703) 385-4419. You can also contact and learn more about the department by visiting our web site located at www.fairfaxcounty.gov

Our Vision

Dedicated to being the best community-focused fire and rescue department working as a team to ensure a safe and secure environment for all those entrusted to our care.

Our Mission

The Fairfax County Fire and Rescue Department is committed to providing emergency and non-emergency services to protect the lives, property, and environment of our community.

We contribute to this commitment by:

- Maintaining a leadership role in local, state, and national public safety initiatives.
- Developing, implementing, and maintaining innovative prevention programs and strategies, life safety education, and training for our community.
- Maintaining the highest departmental readiness to provide emergency medical and fire suppression services.
- Maintaining state-of-the-art special operations capabilities.
- Seeking new and better ways to further integrate the Fire and Rescue Department into our communities.
- Conducting research and using technology to enhance the achievement of these objectives.



Our Core Values

Professional Excellence

We believe the pursuit of excellence and demonstrating high professional standards are critical to our work. To ensure the best possible service for our community, the Fire and Rescue Department supports continuous training and encourages professional development.

Health and Safety

We believe our health and safety are essential to fulfilling the Fire and Rescue Department's mission. We are committed to providing the best health and safety programs for our members' well-being and operational readiness.

Diversity

We know Fairfax County is a diverse community, and we commit to meeting its ever-changing needs. We are dedicated to reflecting and respecting that diversity throughout our organization. We will respect the diversity of our community by providing compassionate and quality service to all.

Teamwork and Shared Leadership

We know well-functioning teams of people are more effective than individuals working separately; our lives depend on it. We believe individuals have the capacity to lead, and our organization values leadership at all levels. Teamwork and shared leadership are integral to our organization, and we will seek out and value the opinions of our members.

Effective Communication

We believe communication is essential to the cohesiveness and performance of our organization. We are committed to providing effective and responsive means of communication throughout the organization and the community.

Integrity

We understand the trust placed in us by the public and our colleagues is integral to the performance of our duties. We are committed to honest and ethical behavior, and we will hold ourselves accountable to these values.

Community Service and Involvement

We believe we have a duty to be involved in the communities where we work. Our responsibility is to protect life, property, and the environment. We are committed to fulfilling our responsibility and to deepening our involvement in the community we serve. No request or inquiry will go unanswered.

Innovation

We recognize and understand that the constancy of change in our community and industry impacts our business daily. We are committed to seeking out and implementing innovative and progressive thinking to address change effectively to benefit those we serve.

Our Guiding Principles—A Vision, Mission, and Core Values



The Fairfax County Fire and Rescue Department trains its firefighters to provide a full complement of fire suppression, technical rescue, swift water rescue, hazardous materials, and emergency medical services, including basic and advanced life support and emergency medical transportation.

Since its humble beginning in July 1949, the Fairfax County Fire and Rescue Department has evolved from ten skilled “drivers” to a complex agency responsible for meeting the emergency needs of nearly one million residents. Today, approximately 1,200 career uniformed men and women operate from 35 fire and rescue stations strategically positioned throughout Fairfax County’s 399 square miles. Additionally, approximately 200 full-time and seasonal civilians provide key support functions from headquarters and other locations within the Fire and Rescue Department. As a combined-career and volunteer department, over 300 operational volunteers provide supplemental support.

The Fairfax County Fire and Rescue Department operates on three separate 24-hour rotating shifts. Each shift is led by a Deputy Fire Chief. The county is separated geographically into six battalions, each supervised by a Battalion Fire Chief. Each battalion also has an Emergency Medical Services (EMS) Captain assigned as an EMS Supervisor, a key member of the Battalion Management Team.

9-1-1—Your Lifeline

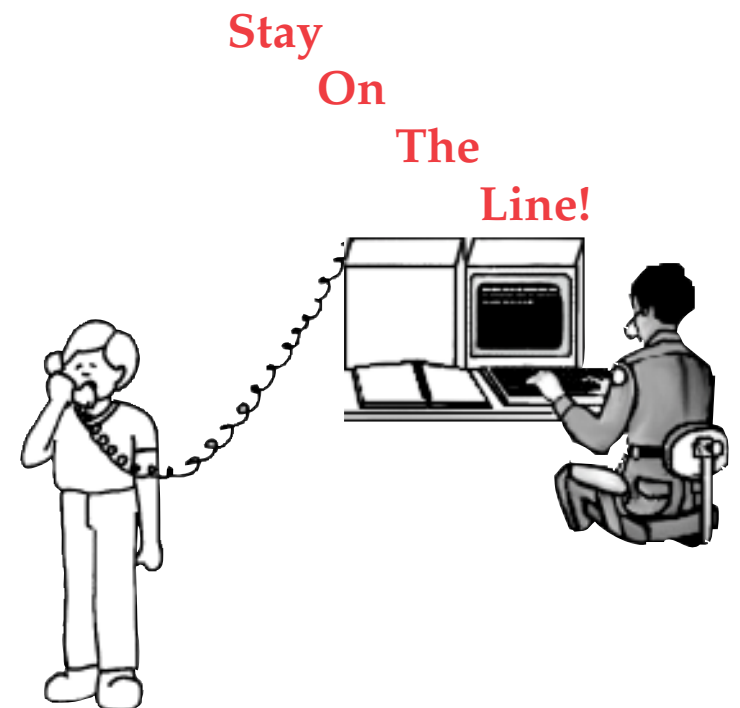
When you call 9-1-1, the calltaker will determine if your emergency is law enforcement, fire, or medical.

While firefighters are being dispatched, the calltaker will most likely ask you questions that will assist firefighters when they arrive. The same firefighters will come to your aid whether your emergency is a fire, a medical emergency, or a rescue. As with most callers, seconds seem like hours while you are waiting, we always send the closest appropriate unit and personnel to your emergency. This is often why you will see more than one type of emergency apparatus at a fire, medical emergency, or rescue. First arriving firefighters and command personnel will determine if additional personnel or equipment is needed.

When calling 9-1-1 please do the following:

- Speak clearly into the telephone and speak directly to the 9-1-1 operator.
- Don’t talk with other people while on 9-1-1; don’t put the 9-1-1 operator on hold.
- Know the exact location (building number, street, suite or apartment number, or street intersection) where help is needed.
- Give your name, address, and telephone number, even if it is different from where help is needed.
- Tell the 9-1-1 calltaker exactly what you see, hear, or smell. Don’t assume the 9-1-1 calltaker already knows why you are calling.
- Answer all questions the 9-1-1 calltaker asks. They need the information not only for your safety, but also for the safety of responding police, fire, and rescue personnel.
- Don’t hang up the telephone until asked to do so by the calltaker. The 9-1-1 calltaker may be able to give important instructions before emergency personnel arrive.
- Once you’ve provided all the information, don’t call back “to see if help is on the way.”

Your Fire and Rescue Department/9-1-1—Your Lifeline



Emergency Services We Provide

- Fire suppression
- Emergency medical
- Emergency transportation (ambulance)
- Property loss control
- Rescue Operations
 - Vehicle extrication
 - Swift water rescue
 - Building collapse
 - Trench rescue
 - Open water rescues
 - High-angle rope rescue
- Brush/Field Fires
- Hazardous materials
- Property preservation
- Electrical wires down
- When human life is in danger, we will respond to lock outs in vehicles and homes



Emergency Transportation

The Fairfax County Fire and Rescue Department responds to approximately 58,000 emergency medical calls annually. Approximately 38,000 patients are transported to local and regional hospitals by ambulance without charge. Citizens are not billed for advanced life or basic life emergency services or associated transportation costs.



Emergency Services/Transportation



Washington Regional Fire & Rescue Departments Aluminum Cans for Burned Children

- The Aluminum Cans for Burned Children Program (ACBC) was established to help improve the quality of life for young burn survivors and their families by providing funding for research, therapeutic residential burn camps, and other positive activities
- Sponsors children to attend annual burn camps and funds camper and school supplies
- Funds annual holiday party with Children's Hospital
- Funds continuing education programs, including graduation awards program for high school or GED graduates
- Provides funding assistance for pediatric burn patients and their families
- Provides firefighter and civilian counselors for local burn camps

Elementary and Secondary School Programs

- Project SAFE—third grade safety program in every Fairfax County Public Elementary School, instruction conducted by firefighters
- Kitchen safety classes
- Babysitting classes
- Latch key safety classes
- Age appropriate general safety classes



Every Step of the Way

- A safety program targeted to the most vulnerable segments of the population, the very young and elderly
- Preschool program reaches children three to five years of age in public and private schools and licensed daycare centers; teacher training, fire safety puppet shows, teacher and parent training that reaches over 23,000 children
- Over 18,000 seniors have been exposed to programs addressing fire safety, File of Life, and injury from falls



Community and Civic Groups

- Fire Safety presentations including home escape planning and proper smoke alarm placement
- Community slide show showing Departmental programs



Child Safety Seat Inspection Program

Training is coordinated through the National Highway Traffic Safety Administration Child Safety Seat Technician Program.

- Fire and Rescue Department personnel undergo a comprehensive National Highway Traffic Safety Administration (NHTSA) training course
- Safety checkpoints are conducted throughout the year at fire and rescue stations and popular community locations
- Educational information and event notices are kept on the fire and rescue web site: www.fairfaxcounty.gov
- Develops and maintains database of child safety seat inspections



Juvenile Firesetters Intervention Program

- An educational intervention program targeted for juvenile firesetters administered by nationally certified personnel
- Referrals are received from court officials, school counselors, law enforcement officials, mental health practitioners, fire investigators, firefighters, parents, and adult relatives

Operation Fire Safe and Battery for Life

- Provides for the distribution and installation of smoke alarms free of charge by firefighters
- A home safety survey offered and conducted by firefighters
- Provides batteries for smoke alarms in residential occupancies upon request



To schedule any of these programs please call (703) 246-3801.

Community Outreach Programs

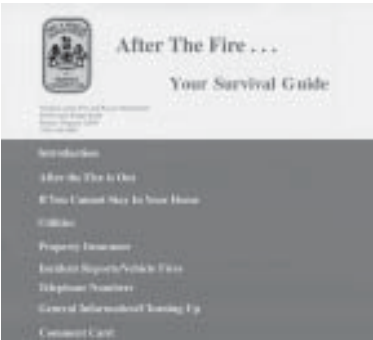
Non-Emergency Services We Provide

Fire Investigations
Environmental crimes
Investigative services and hazardous materials reporting line
Household hazardous waste referral resource
Local Emergency Planning Committee (LEPC)
Hoarding and abatement enforcement
State license facility inspection
Pool inspections
Site plan review
New construction inspection
Testing and retesting of fire protection and alarm systems



Smoke alarm installation
Child safety seat inspections
Visual smoke alarm program
“Green Safety Tags” for holiday season
“Candles With Care” card
“After the Fire” brochure
“Fire and Rescue At Your Service” brochure
“Home Safety” brochure
Media significant information incident line
Health fairs
Neighborhood organization meetings
Emergency fire apparatus at community and school events

Explosives permits and enforcement
Motor carrier safety inspection
Trade show, tent, and pyrotechnics display permits
New construction plan review
Evacuation drills
Code development
Fire lane enforcement
Safety inspections for day care and group homes
Automatic External Defibrillator (AED) training
Fire and life safety education in the schools
Fire and life safety education for senior citizens
File For Life Program
Juvenile Firesetters Program



Dial 9-1-1 For All Emergency Calls

| | |
|--|----------------|
| Emergencies | 9-1-1 |
| Non-emergency | (703) 631-2131 |
| Receptionist | (703) 246-2126 |
| Hazardous Materials | (703) 246-4386 |
| Fire Investigations | (703) 246-4741 |
| Fire Inspections | (703) 246-4849 |
| Fire Permits (Revenue and Records) | (703) 246-4800 |
| Public Information and Life Safety Education | (703) 246-3801 |
| School Education Program | (703) 246-3801 |
| Juvenile Firesetters Program | (703) 246-3801 |
| Senior’s Education Program | (703) 246-3801 |
| Child Safety Seat Inspection Schedule | (703) 246-3801 |
| Fire Reports | (703) 246-3992 |
| Firefighter Recruitment | (703) 246-3939 |
| Volunteer Information Line | (703) 246-2295 |
| Smoke Alarm Installation | (703) 246-3801 |
| Citizen Inquiries | (703) 246-3801 |

Non-Emergency Services/Phone Numbers



Frequently Asked Questions

How do I obtain fire station information for my insurance company?

Most insurance companies want to know the name of the fire station closest to your home and distance to the nearest fire hydrant. To determine which fire station is closest to your home, contact the Fire and Rescue Department’s Systems Management Section at (703) 246-3868, or via email. Provide your address and ask for the station name, address, and phone number that would respond first due. You will then need to contact the station to determine the closest fire hydrant. Most homes in Fairfax County are located within 500 feet of a fire hydrant. You may be able to determine the proximity of the hydrant by simply looking around for the closest hydrant and estimating the distance.

Where can I go to get my blood pressure checked?

Any fire and rescue station.

Who do I call about a fire extinguisher that needs repair or replacement?

Check the Yellow Pages under fire extinguishers.

How do I schedule a fire or safety related educational program?

There are many different types of educational programs we can present that will meet the needs of various age groups. For further information, please call the Public Information and Life Safety Education Section at (703) 246-3801.

Will I get billed for an ambulance?

No. Emergency services rendered by the Fairfax County Fire and Rescue Department are provided to you without charge. The service represents your tax dollars at work.

How can I get transported from the hospital to my home by ambulance?

The Fire and Rescue Department provides emergency transportation only. If you are looking for non-emergency transportation from a hospital to home, a number of private ambulance services are available. They can be found in the Yellow Pages under Ambulance Service.

Why did you send a fire engine when I called for an ambulance to get medical help?

Sometimes a fire engine or fire truck will arrive first because it is the closest emergency equipment to the scene. While waiting for the Advanced Life Support unit to get to the scene, these emergency medical technicians and paramedics will render whatever aid is necessary. Along with basic medical equipment, all fire engines are equipped with automatic defibrillators, a device used to monitor the heart and deliver an electrical charge to correct a life-threatening heart rhythm. Additionally, all paramedic engines are equipped with specialized advanced life support equipment which can be used in any life-threatening emergency. Teamwork is an essential part of emergency operations, and all of the personnel on the emergency scene are trained to function as a lifesaving team.

How can I obtain a copy of an incident report?

Submit a written request to the Fairfax County Fire and Rescue Department, Attention: Data and Information Branch, 4100 Chain Bridge Road, 5th Floor, Fairfax, Virginia 22030. Information provided in the request should include the location of the incident, the type of incident (e.g.: house fire, vehicle crash, medical emergency), the date and approximate time of the incident, a daytime phone number of the requesting party and names of the parties involved, if known.

Medical reports requested by someone other than the patient treated require a signed medical release form by the patient, legal guardian or appointee.

A minimum (nonrefundable) processing payment of \$5 per report must be submitted with each request. Checks must be made out to the “County of Fairfax.”

Please allow five working days from the receipt of your request for processing. Reports can either be picked up or mailed.

Would you allow me to ride-a-long in an ambulance or a fire engine?

Citizens and students are generally governed by certain qualifications and rules in order to be allowed to ride Fairfax County Fire and Rescue Department apparatus. Please call (703) 246-2549 for further information.

Why do several pieces of fire apparatus respond to small and simple incidents?

Fire and rescue units are dispatched in accordance to the information received by 9-1-1 operators. The Department thinks worst case when they respond to citizens in need of assistance. Firefighters are dispatched to deal with an incident that can turn from bad to worse. They are quick, well-trained, and professional.

Frequently Asked Questions



Why do I see firefighters cutting holes in the roof of a building on fire?

There are two reasons for this practice. Dangerous gases and heavy smoke will accumulate in burning buildings making it difficult for firefighters to operate. Cutting a hole in the roof is called “venting the roof” and allows for rapid release of smoke, increasing visibility and improving the survivability of trapped victims. It also reduces the possibilities of backdraft and flashover. Finally, it’s done to locate the fire. The earlier the fire can be located, the quicker its out, resulting in less damage to the structure.



Community Safety

... in the Home

- ✓ Have a working smoke alarm and check it monthly
- ✓ Plan and practice a home escape plan
- ✓ Know two ways out of every room
- ✓ If your clothes catch on fire, stop, drop, and roll
- ✓ If your pan catches fire while cooking, slide a lid on it
- ✓ Make sure your house numbers can be seen from the road . . . it's the law
- ✓ Have important medical information handy
- ✓ Keep dangerous and toxic materials such as paint, thinners, and chemicals away from children
- ✓ Keep lighters and matches locked up
- ✓ Extinguish all candles when leaving a room
- ✓ Keep candles away from items that can catch fire
- ✓ Properly dispose of fireplace ashes
- ✓ Have your fireplace chimney cleaned regularly
- ✓ Keep children away from open windows, consider installing window guards
- ✓ Install a carbon monoxide detector

If your pan catches fire . . .
Slide a lid on it



Can
Your
Fireplace
and Woodstove Ashes



... on the Road

- ✓ Always wear your seat belt
- ✓ Wear a helmet when you ride a bike, skateboard, or rollerblade
- ✓ When crossing the street, look left, look right, and look again both ways
- ✓ Yield to emergency vehicles, go to the nearest shoulder
- ✓ Secure children in a properly installed safety seat
- ✓ Shut off your vehicle when refueling

... in the Community

- ✓ When walking or jogging, carry plenty of water and tell a friend where you are going
- ✓ Learn CPR
- ✓ Get trained on an automatic external defibrillator (AED)
- ✓ Learn the safety laws in your community



Fire and Rescue Stations

| Station | Location | Telephone |
|---------|---------------------|----------------|
| * 1 | McLean | (703) 356-6671 |
| * 2 | Vienna | (703) 938-2242 |
| 4 | Herndon | (703) 437-1233 |
| * 5 | Franconia | (703) 971-5858 |
| * 8 | Annandale | (703) 256-2552 |
| 9 | Mount Vernon | (703) 780-0150 |
| * 10 | Bailey's Crossroads | (703) 820-2345 |
| 11 | Penn Daw | (703) 765-4404 |
| * 12 | Great Falls | (703) 759-2300 |
| * 13 | Dunn Loring | (703) 560-1539 |
| * 14 | Burke | (703) 978-9200 |
| 15 | Chantilly | (703) 378-5353 |
| 16 | Clifton | (703) 830-1901 |
| * 17 | Centreville | (703) 830-8280 |
| 18 | Jefferson | (703) 573-4505 |
| * 19 | Lorton | (703) 339-5141 |
| 20 | Gunston | (703) 339-5970 |
| * 21 | Fair Oaks | (703) 591-0247 |
| * 22 | Springfield | (703) 451-0120 |
| * 23 | West Annandale | (703) 978-3340 |
| 24 | Woodlawn | (703) 780-0110 |
| 25 | Reston | (703) 437-7575 |
| 26 | Edsall Road | (703) 256-2236 |
| 27 | West Springfield | (703) 451-0453 |
| 28 | Seven Corners | (703) 532-1451 |
| 29 | Tysons Corner | (703) 893-0140 |
| 30 | Merrifield | (703) 573-5321 |
| 31 | Fox Mill | (703) 860-2680 |
| 32 | Fairview | (703) 250-8900 |
| 34 | Oakton | (703) 591-0273 |
| 35 | Pohick | (703) 451-5500 |
| 36 | Frying Pan | (703) 793-0043 |
| *37 | Kingstowne | (703) 719-9294 |
| *38 | West Centreville | (703) 802-2806 |
| 39 | North Point | (703) 433-1418 |
| 40 | Fairfax Centre | Planned |
| 41 | Crosspointe | Planned |

